

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>A/T SHIFT SHOCK AND/OR ENGINE RPM INCREASE WHEN SETTING MRCC</b>	<b>Service Alert No.:</b> SA-028/19
	<b>Last Issued:</b> 08/12/2019

## BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

<b>Previous Service Alert:</b>	<b>Date(s) Issued:</b>
SA-028/19	07/01/19

## APPLICABLE MODEL(S)/VINS

2019 Mazda3 vehicles equipped with Mitsubishi (MERCO) PCM

## DESCRIPTION

Some customers may complain about a shift shock at 40-60 mph and/or an engine RPM increase when setting the MRCC with no DTCs are stored. This may be caused by improper PCM software. Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. **Verify PCM Type:**
  - If PCM is Mitsubishi (MERCO) - Go to Step 3.
  - If PCM is Denso - This service information does not apply. Go to MGSS for normal diagnosis.

3. Identify engine type:

- If the 8th character in the VIN = **M**
- VIN Example:

\* \* \* B P \* \* **M** \* \* \* \* \* \* \* \*

1 2 3 4 5 6 7 **8** 9 10 11 12 13 14 15 16 17

Update the PCM to the latest software version.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

- If the 8th character in the VIN = L
- VIN Example:

\* \* \* B P \* \* L \* \* \* \* \* \* \* \*

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Contact Hotline for latest repair information.

4. Verify repair.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.